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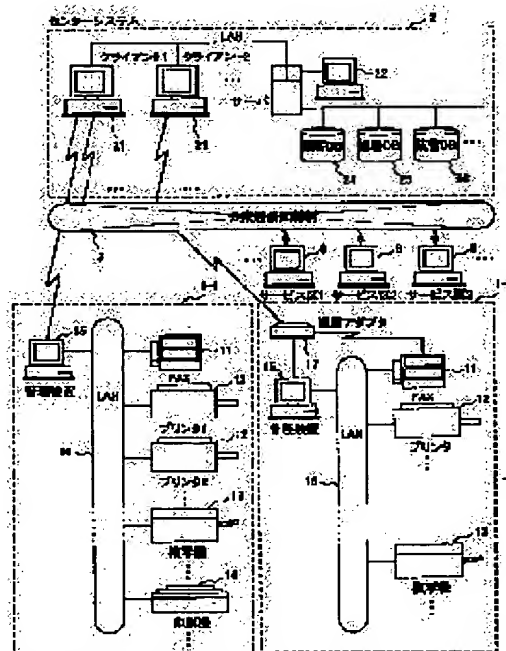
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(54) IMAGE-FORMING APPARATUS MANAGEMENT SYSTEM AND MANAGEMENT METHOD

(57)Abstract:

PROBLEM TO BE SOLVED: To provide an image-forming apparatus management system by which remote management can be made at low cost and which has high reliability.

SOLUTION: When a failure occurs in an image-forming apparatus such as a facsimile terminal 11, a printer 12, a copying machine 13 or a printer 14, the device automatically informs a management device 15 about the failure. The management device 15 transmits data to a center system 2. The center system 2 automatically retrieves a customer database 24, a device database 25 and a technical database 26 to extract a territory in charge of service and automatically transmits required information thereto.

**LEGAL STATUS**

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